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**Pipeline** 

# **Contact Centre as a Service Platform licencing**

#### STUDENT LOANS COMPANY

UK1: Pipeline notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-072554

Procurement identifier (OCID): ocds-h6vhtk-05de15

Published 10 November 2025, 4:52pm

## Scope

#### Reference

3-09

## **Description**

Provision of a Contact Centre as a Service Platform/Product and associated licencing.

Capabilities to include voice, omni-channel connectivity to Salesforce, Al and automation.

## **Total value (estimated)**

- £9,000,000 excluding VAT
- £10,800,000 including VAT

## **Contract dates (estimated)**

•	1	<b>April</b>	2026	to 31	March	2029
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## **Main category**

Goods

#### **CPV** classifications

• 48510000 - Communication software package

#### **Contract locations**

• UK - United Kingdom

## **Procedure**

## **Procedure type**

Award under framework

### Above or below total value threshold

Above or equal to threshold

# **Contracting authority**

### **STUDENT LOANS COMPANY**

• Companies House: 02401034

• Public Procurement Organisation Number: PMXL-3278-BCWT

Memphis Building Lingfield Point

Darlington

DL1 1RW

**United Kingdom** 

Email: <a href="mailto:commercial\_governance@slc.co.uk">commercial\_governance@slc.co.uk</a>

Region: UKC13 - Darlington

Organisation type: Public authority - central government